



ARD Mail Receipt and Distribution Lean Event

The Process

NHDES Air Resources Division (ARD) receives numerous hard copy documents and checks in the mail (as well as electronically sent documents). Several staff are involved in ensuring that that mail is picked up, sorted, sent to the correct program and logged into the ARD database, and, if a check, processed and sent to the Accounting staff.

The Problem

- In ARD, The roles and responsibilities with handling incoming hard copy and electronic mail as well as payments are not documented
- The staff member who was responsible for this procedure has departed the agency
- A new staff member will soon be hired who will own this process



The Goals

- A documented incoming mail procedure starting with mail pick-up in ARD and ending with the delivery to the ARD program manager
- Sufficient information so each ARD program manager knows the starting point from which to create his/her own procedure for processing incoming mail
- A plan to create a division-wide procedure on how to process incoming mail from pick-up to database entry and filing

The LEAN Process

The event took place over one ½ day session. With input from the participants, we:

- Reviewed the goals and objectives of the project
- Mapped the current process using swim lanes
- Brainstormed suggestions on how to improve the process
- Determined a path forward to create a division-wide procedure for processing incoming mail

The Results

The team came up with a new process with the following benefits:

- Suggested improvements to the Compliance Report Cover sheet
- Understanding of who processes which incoming mail documents and who enters each document into the ARD database
- Documented process for when incoming hard copy and electronic mail is sent to ARD to when it is handed off to the respective program managers
- Great Lean training opportunity for all team members



Summary

Mapping the ARD incoming mail process to help inform staff and create a division-wide procedure.



In ARD, loss of key staff revealed the incoming mail process was not well documented. Using Lean swim-lane mapping, staff in ARD documented the incoming mail process and came up with several improvements.

Team

Sponsors:

- Craig Wright
- Mike Fitzgerald

Participants:

- Samantha Crane
- Sharon Crane
- Barbara Dorfscmidt
- Shelley Marshall
- Sonny Strickland
- Ray Walters

Facilitators:

- Sue Bergeron
- Dan Hrobak